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# **MEDIATOR SKILLS TRAINING and Special One Day ADVANCED MEDIATOR AND NEGOTIATOR TRAINING**

**Presented By Abrams Mediation and Negotiation, Inc**

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**Jointly Sponsored by  
The U.S. Bankruptcy Court  
Southern District of New York**

**and**

**The U.S. Bankruptcy Court  
Eastern District of New York**

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*(Two Unique Workshops, Pick One or Both)*

Dates & Details: **MEDIATOR SKILLS TRAINING** (Three-Day Program)

- September 19, 20, 21, 2005
- 8:30 a.m. to 5:30 p.m.

**ADVANCED MEDIATOR and NEGOTIATOR TRAINING** (One Day Only)

- September 22, 2005
- 9:00 a.m. to 5:30 p.m.

Training Location: United States Bankruptcy Court in NYC  
Alexander Hamilton Custom House One Bowling Green

Program Cost: \$750.00 (three day training) must be received by August 15, 2005  
\$250.00 (one day training) must be received by August 15, 2005

*Includes continental breakfast and lunch, plus program materials.*

**Reservations are required, limited space available**

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## **Mediation Skills Course (3 day) Highlights:**

This training program covers all of the essential elements of a quality mediator skills course. It covers the spectrum of dispute resolution methods; ethical issues confronting mediators, and impasse-breaking techniques, plus provides significant role-play opportunities and experienced coaches. Participants will come away with a successful formula for conducting effective caucus-style mediations. The following topics will be covered:

- Practical mediator skills
- Effective negotiation strategies
- Generating creative options
- Information gathering tools
- Relevant role play situations
- Skill-integrating exercises
- Advanced techniques sampler
- Moving beyond positions to focus on interests
- Strategies for closing the gap
- Collaborative problem-solving
- Communication and gender issues
- Diversity and intercultural issues
- Personal role play coaches
- Practical workbooks with checklists

## ADVANCED MEDIATOR SKILLS (1 day) HIGHLIGHTS

Behavioral and Conflict Styles  
Creative Problem Solving  
Advanced Moves to Move Them  
Going Beyond Your Edge  
Governmental Issues

Impasse Breaking Techniques  
Right Brain Thinking Techniques  
Dealing with Intense Emotion  
Complex Multi -Party Matters  
Unusual Situations



### About the Trainers:

**Hesha Abrams** has been an attorney for over twenty- three years, and an active commercial and IP mediator since 1986. She was a pioneer in the mediation field serving on the legislative task force that drafted the landmark Texas ADR law. She has trained thousands of professionals in negotiation, conflict management, mediation skills, and dispute resolution systems design since 1986. Before becoming a mediator, she worked as a trial lawyer handling complex business litigation. Hesha has successfully mediated for thousands of parties and is known for crafting highly creative settlements in very difficult cases. She specializes in IP and highly complex and/or emotionally charged cases. She mediates and trains in experiential models of mediation, conflict resolution, diversity, sexual harassment, team building, partnering and communication skill building. Hesha is a popular and dynamic speaker and is a member of the Texas Bar. She mediates, consults and trains both nationally and internationally.

**Jeff Abrams** has been an attorney for over twenty-five years, and an active mediator since 1986. Jeff has successfully mediated for hundreds of parties and specializes in securities cases, commercial litigation, employment and business matters. He was a pioneer in the mediation field, serving on the legislative task force that drafted the landmark Texas ADR law. He has been training attorneys, judges and executives in communication and negotiation, conflict management, mediation skills, and dispute systems design since 1986. Before becoming a mediator, he worked as a trial lawyer handling complex business litigation. He served as founding Editor of the ADR Report. Jeff is a frequent and popular speaker on ADR and workplace issues. Jeff was also President and CEO of a national fitness/trucking company. His substantial expertise in both business and law enhances his mediation skill set and enables him to resolve even the most difficult and challenging cases.

They co-drafted the landmark ADR law in Texas, creating a statewide dispute resolution system for civil cases (Chapter 154, T.C.P.R.C) which has been copied as the model for other states.

Visit their web site at: <http://www.abramsmediation.com>

### Reactions from prior training sessions:

**Jacob Tanner, Esq., former Oregon Supreme Court Justice, Portland, OR:** *"Your training was perhaps the most effective I have ever received."* Tel. (503) 228-2525

**Bob Niemic, Federal Judicial Center, Washington, DC:** *"The content of the training, and you, the trainers were absolutely superb. The breadth of your experience as mediators adds dimension to the course... You have given them an excellent foundation."* Tel. (204) 273-4070

**Hon. Cecelia Morris, U.S. Bankruptcy Judge, Southern District of New York:** *"Your approach is refreshing, innovative and highly effective. Thank you."* Tel (845) 452-3728

**Hon. A. Joe Fish, U.S. District Judge, Northern District of Texas:** *"You developed an excellent mediation program for this Court. Your assistance as advisors and mediators has been invaluable."* Tel. (214) 753-2310

**Marc Hirschfield, Esq., Ropes & Gray NYC** *"Thank you for the outstanding training program in NYC. It was by far (very far) the best CLE that I have ever taken."* Tel (212) 841-0665

**Erica Ryland, Esq., Jones Day NYC:** *"Your mediation seminar was invaluable."* Tel (212) 326-3416

**Robert T. Slovak, Esq., Gardere, Wynne, Sewell:** *"I think that your behavioral skill analysis session would be very helpful to other attorneys in their practice."* Tel (214) 999-3000

**Steven Leader, CRE, Realty Advisors, Ltd.:** *"Your program is one of the most powerful professional educational sessions I have ever attended. You were insightful, sensitive and motivational. I would take advantage of your services in a heartbeat."*



**Enrollment is limited**

To ensure your place, full payment must accompany your registration. **Make checks payable to Abrams Mediation and Negotiation, Inc.** To register, please mail a completed registration form and a check covering full payment to:

**Dexter Gillies, ADR Coordinator, U.S. Bankruptcy Court Southern District New York  
United States Bankruptcy Court, One Bowling Green, Rm. 534, New York, NY 10004-1408**



Registration Form: (register for one or both classes)

**Mediator Skills Training Program, September 19, 20, 21, 2005 and/or  
Advanced Mediator Skills Workshop September 22, 2005**

Name: \_\_\_\_\_

Organization/Firm: \_\_\_\_\_

Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_ e-mail \_\_\_\_\_

**Mediator Skills Training Program \_\_\_\_\_ ( three days)**

**Advanced Mediator Skills Workshop \_\_\_\_\_ (one day)**

**Full Payment Must be Enclosed:**

**If you have any questions or need further assistance, please contact:**

Chris at Abrams Mediation 972-702-9066 [Chris@abramsmediation.com](mailto:Chris@abramsmediation.com); OR  
Dexter Gillies, Assistant to the Clerk and ADR Coordinator, U.S. Bankruptcy  
Court SDNY [dexter\\_gillies@nysb.uscourts.gov](mailto:dexter_gillies@nysb.uscourts.gov)

Table of Contents and Agenda available on [www.abramsmediation.com](http://www.abramsmediation.com)